

# **Missouri Advisory Committee for 9-1-1 Service Oversight**

## **Strategic Plan**

**Updated January, 2011**

### **VISION**

To achieve a communication system in Missouri that allows any citizen or visitor to contact the appropriate emergency services utilizing three digit number 9-1-1 from any communication device.

### **MISSION STATEMENT**

The mission of the Missouri Advisory Committee for 9-1-1 Service Oversight (referred to as “the Committee”) is to assist and advise the key policy makers in regard to the challenges, availability, implementation and enhancement of an emergency communication access number 9-1-1 common to all jurisdictions through research, planning, training and education.

### **ORGANIZATION/GOVERNANCE**

There is no separate agency or department in Missouri state government with statutory responsibility for 9-1-1 as one of its primary functions, and no state level funding stream to support 9-1-1 at the state level. The Missouri State Legislature, through state statute, established a Committee on 9-1-1 Service Oversight, with the Director of Public Safety designated to be the Chair of the Committee. In the late 1990s, 9-1-1 issues at the state level were coordinated through the Office of Administration by executive order. These duties were transferred to the Department of Public Safety, Office of Homeland Security in 2009, and currently fall under the responsibility of the Homeland Security Coordinator. The Office of Homeland Security serves as the state contact point for 9-1-1 issues and is the State Administrative Agent for related grant administration purposes.

### **Missouri Advisory Committee for 9-1-1 Service Oversight Members**

The Committee assists the Governor and General Assembly; aids in collecting and disseminating information relating to use of a universal emergency telephone number; reviews existing and proposed legislation; provides recommendations for model systems considered in preparing a model 9-1-1 service plan; and provides requested mediation services to political subdivisions involved in 9-1-1 jurisdictional disputes. (Authority: RSMo 650.330)

### **Sub-Committees**

The following Sub-Committees have been identified as needed to support ongoing strategic planning and in other ways support Missouri’s 9-1-1 program. A Training Standards Sub-Committee has been a long standing sub-committee, and the other identified sub-committees are being established with Advisory Committee members acting as coordinators of the individual sub-committees. Additional 9-1-1 stakeholder participation from outside of the Committee is recognized as critical to the success of the sub-committees and furtherance of the goals and objectives as outlined in this plan.

#### **1. Legislative**

- Provide recommendations regarding proposed legislation as it relates to 9-1-1

#### **2. Professional Standards**

- A. Training Standards/Certification

- Basic certification.
- Continuing education.
- Administrative.
- Course/Provider approval.
- Promote model training practices.
- B. Operating / Technical Standards
  - Identify and promote model operating policies, practices, and procedures.
  - Identify and promote model technical standards.
- C. Grant/Funding Peer Review

### **3. Technical**

- Inventory of 9-1-1 status in Missouri.
- Identify technology best practices.
- Identify and evaluate emerging technologies.
- Explore shared solutions.

### **4. Education/Outreach**

- Education and outreach to elected officials.
- Education and outreach to public safety leadership.
- Education and outreach to other stakeholders.
- Education and outreach to the public.

## **GOALS**

- 1. Provide information regarding existing revenue capabilities and alternative funding methods for enhanced 9-1-1 services within existing governance structure.**
- 2. Encourage and promote the implementation of enhanced 9-1-1 in all jurisdictions within Missouri.**
- 3. Identify and encourage jurisdictions to utilize existing and future investments in communication infrastructures.**
- 4. Establish a state level professional certification process for 9-1-1 telecommunicators.**
- 5. Identify and promote appropriate minimum enhanced 9-1-1 system standards.**

## **OBJECTIVES**

- 1. (Provide information regarding existing revenue capabilities and alternative funding methods for enhanced 9-1-1 services within existing governance structure.)*
  - 1a. Evaluate language in any proposed changes to State law to insure language is inclusive of revenues from all communication devices capable of contacting 9-1-1 for emergency services.**
    - MoNENA and MoAPCO input
    - Solicit input and educate stakeholders, to include state executive leadership, legislators, first responder leadership, and public

- Gather information and make available to policymakers, legislators, and other elected and appointed officials.
- 2. *(Encourage and promote the implementation of enhanced 9-1-1 in all jurisdictions within Missouri.)*
  - 2a. Encourage adoption of 9-1-1 as Missouri’s emergency telephone number.**
  - 2b. Identify current levels of 9-1-1 service and funding available in each jurisdiction and explore alternatives to address 9-1-1 needs in Missouri.**
  - 2c. Research, advise, assist and educate key stakeholders on the planning, implementation, and operation of enhanced 9-1-1 systems. Promote strategy for jurisdictions currently not providing enhanced 9-1-1 services to implement enhanced 9-1-1**
- 3. *(Identify and encourage jurisdictions to utilize existing and future investments in communication infrastructures.)*
  - 3a. Identify existing communication infrastructures supporting 9-1-1.**
  - 3b. Evaluate options of integration of additional communication infrastructures in support of 9-1-1.**
  - 3c. Continually evaluate emerging technologies.**
- 4. *(Establish a state level professional certification process for 9-1-1 telecommunicators.)*
  - 4a. Encourage minimum training standards for certification of 9-1-1 telecommunicators.**
  - 4b. Evaluate any proposed enabling legislation for professional 9-1-1 telecommunicator certification.**
- 5. *(Identify and promote appropriate minimum enhanced 9-1-1 system standards.)*
  - 5a. Identify and promote model operational standards for PSAPs.**
  - 5b. Identify and promote model technical standards for PSAPs.**

## **BACKGROUND AND ADDITIONAL INFORMATION**

*“1a. Update language in State law to include revenues from all communication devices capable of contacting 9-1-1 for emergency services.”*

9-1-1 is not a “State” program in Missouri. It is not the purpose or intent of the Committee’s Strategic Plan to define or identify a “State” solution to the challenges facing the 9-1-1 system in Missouri. Each county/local jurisdiction is responsible for establishing their own 9-1-1 Center(s)/PSAP(s), and funding them.

Each jurisdiction who has established a 9-1-1 Center/PSAP funds the equipment and staff through one of three funding mechanisms. These mechanisms are:

1. Through collection of a fee from the wireline carriers for wireline telephones within individual jurisdiction.
2. Through local legislative efforts, obtain funding through a portion of the local sales tax.
3. Through local general revenue funding utilizing local tax revenues.

More and more, long distance and local communications are moving from wireline to wireless (Cellular) and voice over Internet Protocol (VoIP) technology. For the first time in the U.S., cellular spending exceeded wireline spending in 2007. The International Association for the Wireless Telecommunications Industry (CTIA) research shows that currently 89% of the population in the U.S. utilize cellular phones for some, if not the majority, of their phone calls. Their research shows that 20.20 % of the households in the U.S. are “Wireless only” households, up from only 7.70 % in 2005 (<http://www.ctia.org/advocacy/research/index.cfm/AID/10323>). Funding stream revenue to Missouri 9-1-1 Centers/PSAPs have diminished drastically in many, if not most, jurisdictions over the last five years. As communications technology continues to change, landline phone usage and the funding mechanisms for 9-1-1 service associated with those landlines will diminish even more, to the point that the 9-1-1 centers depending only on wireline tax levy funding will be forced to cease operation and close.

*“2a. Identify current levels of 9-1-1 service available in each jurisdiction and explore alternatives to address 9-1-1 needs in Missouri.”*

In 2005, Missouri contracted L. Robert Kimball & Associates to report on the “Current Public Safety Answering Point (PSAP) and 9-1-1 Infrastructure”. The results of the report were to give the state a better understanding of what it would take to link PSAPs and other areas without 9-1-1 to the State’s planned Internet Protocol (IP)-enabled network.

#### Report Summary:

- 17 Counties (now 15 or less) in Missouri have no centralized, single point of dispatch 9-1-1 Center/PSAP
- Only 68 of the 171 PSAPs have Enhanced wireless 9-1-1 service;
- Wireless subscribers continue to exceed wire-line subscribers at an increasing rate;
- The majority of Missouri’s PSAP equipment is more than six years old and most cannot be updated to accommodate new communications technologies;
- Missouri is the only state in the nation that doesn’t have a state wireless service recovery fee;
- Without a state wireless service recovery fee or another funding mechanism, Missouri may never attain statewide enhanced 9-1-1 service and some existing PSAPs may cease to exist.

Of the 15 counties who do not have a centralized, single point of dispatch 9-1-1 Center/PSAP, the public can still utilize the “convenience” of dialing 9-1-1 from both their landline and cellular phones in an emergency, and that call will be answered by a public safety agency in that jurisdiction. However, there is no guarantee that the public safety agency answering the call is the appropriate agency to provide specific services required in any given emergency, and the answering agency often must forward or place additional calls for service, causing delays in an emergency response. Also,

the answering agencies are unable to pinpoint the location of the caller, which is often critical to an effective and timely response by public safety.

*“2b. Research, advise, assist and educate key stakeholders on the planning, implementation, and operation of enhanced 9-1-1 systems. Promote strategy for jurisdictions currently not providing enhanced 9-1-1 services to implement E-9-1-1”*

Education of all stakeholders, to include public safety officials, executive and legislative branches of state government, local elected officials, and the public to the capabilities and shortfalls of Missouri’s “collage” of 9-1-1 systems statewide, will go far in identifying and supporting improvements and other positive changes in the 9-1-1 program. Leadership of stakeholder professional organizations such as MoNENA and MoAPCO is recognized as the key to educational outreach. The Education Outreach Sub-Committee will work with all credible professional stakeholder organizations in this endeavor, on an ongoing basis.

*“3a. Identify existing communication infrastructures supporting 9-1-1.”*

The infrastructure overview as set out in the above described Kimball & Associates report is no longer up to date. Recent ongoing Missouri state level initiatives and investments in a new interoperable communication system for state agencies, a local jurisdiction focused Public Safety Interoperability Communications initiative commonly referred to as the PSIC Grant initiative, and planned broadband internet initiatives are all recognized as a part of the communications infrastructure supporting 9-1-1. This, coupled with private investments in cellular telephone technology, other broadband initiatives, and other emerging technologies all impact the 9-1-1 infrastructure, and must be factored into decision making at all levels, relative to Missouri’s 9-1-1 program.

*“3b. Evaluate options of integration of additional communication infrastructures in support of 9-1-1.”*

As the overall communications infrastructure to include public safety communications systems, wireline and wireless telecommunications networks, broadband, and other emerging technologies continue to develop and evolve, it will be imperative that Missouri’s 9-1-1 system evolve with it. There is vast diversity among the county and local jurisdictions who own the 9-1-1 infrastructure. One of the major challenges for the immediate future of 9-1-1 in Missouri is related to being able to adequately fund upgrades and maintenance of the 9-1-1 infrastructure.

*“3c. Continually evaluate emerging technologies.”*

All stakeholder communities in the 9-1-1 infrastructure have an interest to insure that the appropriate emerging technologies are explored and evaluated. Through close liaison and support from professional organizations such as MoNENA and MoAPCO, which are affiliated with a national level organization, the Committee will insure that decision makers at all levels have the information to make the best decisions relative to 9-1-1 in Missouri.

*“4a. Encourage minimum training standards for certification of 9-1-1 telecommunicators.”*

The Training Sub-committee that is already organized is working on addressing minimum training standards. Like all of the Sub-Committees, only through involvement and participation of stakeholders beyond the membership of this Committee, can we identify the training standards best needed to serve the citizens of Missouri when there is an emergency and 9-1-1 is accessed.

*“4b. Evaluate any proposed enabling legislation for professional 9-1-1 telecommunicator certification.”*

While it is not within the scope of this Committee’s mission to propose or lobby for legislation, the Committee is tasked by statute to: “ Review existing and proposed legislation and make recommendations as to changes that would improve such legislation”.

*“5a. Identify and promote model operational standards for PSAPs.”*

A sub-committee is being established to specifically address professional standards, to include operational standards.

*“5b. Identify and promote model technical standards for PSAPs.”*

A sub-committee is being established to specifically address professional standards, to include technical standards.

#### **MISSOURI 9-1-1 STAKEHOLDERS** (not listed in any order)

1. 9-1-1/ PSAPs Directors
2. County Commissioner’s Association of Missouri (CCAM)
3. Department of Public Safety (DPS)
4. Governor’s Homeland Security Advisory Council (HSAC)
5. Mid-America Regional Council (MARC)
6. Missouri Association of Councils of Governments (MACOG)
7. Missouri Association of Counties (MAC)
8. Missouri Association of Fire Chiefs
9. Missouri Department of Health and Senior Services (DHSS)
10. Missouri Emergency Preparedness Association (MEPA)
11. Missouri Hospital Association (MHA)
12. Missouri Municipal League (MML)
13. Missouri Office of Administration (OA)
14. Missouri Police Chiefs Association (MPCA)
15. Missouri Public Service Commission (PSC)
16. Missouri Regional Planning Commissions and Councils of Government
17. Missouri Sheriffs Association (MSA)
18. Missouri State Highway Patrol (MSHP)
19. Missouri Telecommunications Industry Association (MTIA)
20. Mo Chapter - Association of Public Safety Communications Officials (MoAPCO)
21. Mo Chapter - National Emergency Number Association (MoNENA)
22. Regional / Local EMS
23. Regional Homeland Security Oversight Committees (RHSOCS)
24. Saint Louis Area Regional Response System (STARRS)
25. State Emergency Management Agency (SEMA)
26. State Interoperability Executive Committee (SIEC)
27. Others

## **ACTION PLAN**

1. Review and update 9-1-1 Oversight Committee membership (Ongoing).
2. Continue to review and update membership of sub-committees. (January each year)
3. Establish and maintain a glossary specific to 9-1-1. (Ongoing)
4. Yearly review of 9-1-1 training rules (Ongoing)
5. Formalize responsibility for training standards implementation [Records Management](December, 2011)
6. Maintain visibility on status of state interoperable communications system and explore how 9-1-1 can leverage (Ongoing)
7. Conduct a “Gap Analysis” (update Kimball Report) on Basic and Enhanced 9-1-1 in Missouri (Ongoing)
8. Maintain a database of county/local 9-1-1 infrastructure status and integrate into other communications asset databases maintained by DPS/Homeland Security (Ongoing)
9. Educate elected and appointed officials and other stakeholders on strategic plan and status of E-9-1-1 in Missouri (Ongoing)
10. Educate public/citizens on strategic plan and status of enhanced 9-1-1 in Missouri (Ongoing)
11. Solicit stakeholder comments for input into updating strategic plan. (December each year)
12. Annual review and update of strategic plan by the Advisory Committee for 9-1-1 Service Oversight (Ongoing - December of each year)
13. Provide updated Strategic Plan to Director of Public Safety for dissemination to the Governor and Legislature. (January each year)

## **REFERENCE DOCUMENTS**

1. Sample Legislation Language  
<http://www.nena.org/government-affairs/model-legislation>  
<http://www.apco911.org/new/commcenter911/standards.php>
2. CSR June '09 Report “Emergency Communications: The Future of 9-1-1”  
[http://www.nena.org/sites/default/files/RL34755\\_20090616.pdf](http://www.nena.org/sites/default/files/RL34755_20090616.pdf)
3. APCO 33 Training Standards  
[http://www.apco911.org/about/911/downloads/P33\\_Guidelines.pdf](http://www.apco911.org/about/911/downloads/P33_Guidelines.pdf)
4. APCO Standard - Telecommunicator Emergency Response Taskforce  
<http://www.911.oa.mo.gov/pdf/files/APCO-NENA-ANS1-105-1.pdf>
5. Missouri Administrative Rules CSR Training Standards  
<http://www.sos.mo.gov/adrules/csr/current/11csr/11c10-12.pdf>
6. Missouri Revised Statutes  
<http://sema.dps.mo.gov/911/911RSMO.htm>
7. Missouri Training Standards Proposed Rule Changes  
<http://sema.dps.mo.gov/911/911MtgMinutes/911MtgMin08-06-08.pdf>
8. NENA Standards – Recommendations – Informational Documents  
<http://www.nena.org/standards-recommendations-information>
9. APCO Standards

- <http://www.apco911.org/new/commcenter911/APCOstandards.php>
10. Missouri Statewide 9-1-1 Assessment (Kimball Reports)  
<http://www.911.oa.mo.gov/assessment.htm>
  11. Advisory Committee for 9-1-1 Service Oversight Members  
<http://governor.mo.gov/boards/show/AA911>
  12. Master Glossary  
[http://www.nena.org/sites/default/files/NENA%2000-001\\_V12a%20July%202009.pdf](http://www.nena.org/sites/default/files/NENA%2000-001_V12a%20July%202009.pdf)

## **Appendix**

**Appendix 1 - Missouri Statutes Concerning 9-1-1 Service**

**Appendix 2 – State Map of 9-1-1 Status**

**Appendix 3 – Missouri Association of Counties (MAC) 9-1-1 Survey**

**Appendix 4 – Glossary and Acronym Definitions**



## **Appendix 1.**

### **Missouri Statutes Concerning 9-1-1 Service**

- [650.340 - 911 Training and Standards Act](#)
- [U.S. Code 47-222 Database Privacy](#)
- [11CSR 10-12.010--911 Training & Standards Act](#)
- [National Public Safety Telecommunicator Training Standard](#)
- [610.150 - Governmental Bodies and Records](#)
- [4CSR 240.34 - Emergency Telephone Service Requirements](#)
- [67.318 - Street Addresses to be posted conspicuously](#)
- [19CSR 30 - 40.303 \(Page 13\) - Medical Director](#)
- [19CSR30 - 40.331 \(Page 18\) Medical Dispatchers](#)
- [190.290 - Definitions](#)
- [190.292- Emergency Services Sales Levy auth](#)
- [190.294 - Powers and duties of the Emergency Serv](#)
- [190.296 - Board may borrow money and issue bonds](#)
- [192.300 - County authority to name roads](#)
- [190.300 - Definitions](#)
- [190.305 - Emergency telephone service may be provided...](#)
- [190.306 - Dissolution of Emergency telephone serv](#)
- [190.307 - No civil liability for operation...](#)
- [190.308 - Misuse of emergency telephone serv](#)
- [190.309 - Emergency telephone board, powers and duties](#)
- [190.310 - Tax due quarterly...](#)
- [190.315 - Contract for service authorized.](#)
- [190.320 - Election - ballot form.](#)
- [190.325 - Central dispatching service....](#)
- [190.327 - Board appointed....](#)
- [190.328 - Election of Board, Christian and Scott](#)
- [190.329 - Election of board...](#)
- [190.335 - Central dispatch for...](#)
- [190.337 - Revenue, purpose for...](#)
- [190.340 - Definitions.](#)
- [190.410 - Board created, members...](#)
- [190.420 - Fund established.](#)
- [190.430 - Fee for wireless service...](#)
- [190.440 - Ballot measure for fee.](#)
- [536.010 - Definitions.](#)
- [190.041 - Tax Levy for central dispatching...](#)
- [319.026 - Signage Installation](#)
- [321.243 - Tax authorized for dispatching...](#)
- [490.722 - TDD, TTY or TT](#)
- [392.550 - Interconnected voice over Internet protocol service](#)



# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Adair	15% Surcharge	70,000	73,923	N/A	1	700	50%	50%	Enhanced	
Andrew	15% basic phone charge	135,000	165,000	N/A	1	375	25%	75%	Enhanced	County has VOIP
Atchison	½¢ sales tax	N/A	N/A	246,736	1	250	52%	48%	Enhanced	Changes have been made; sales tax alone will no longer fund 911 service.
Audrain	¾¢ sales tax	N/A	N/A	878,250	1	500 - 600	60%	40%	Enhanced	
Barry	¼¢ sales tax	N/A	N/A	800,000	2 (only 1 is supported by sales tax)	1,100	28%	72%	Enhanced - Phase II Wireless	Paying on a \$2.5 million loan for Phase II wireless equipment; sales tax is barely enough. City of Monnet funds 2nd PSAP.
Barton	15% phone tax on land lines only	90,143	N/A	Law Enf. 75,000	1	250	40%	60%	Enhanced	Declining number of land lines; need a tax on cell phones and internet.
Bates	No County funding	N/A	N/A	N/A	2	330	25%	75%	Basic	City tax funding for City of Butler only. Sheriff's Dept. takes landline 9-1- 1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Benton	¾¢ sales tax	N/A	N/A	638,724	1	???	40%	60%	Enhanced	

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		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Bollinger	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Boone	2% surcharge on landlines & \$1.7 million from the City of Columbia	199,100	599,889	182,149	1 - Phase II	5,825	38%	62%	Enhanced	Surcharge funds equipment; Gen. Rev. funds personnel; entities dispatched for pay 5%.
Buchanan	City of St. Joseph	N/A	2,129,436	N/A	1	23,551	29%	71%		
Butler	15% telephone surcharge	147,000	N/A	124,000	2	600	35%	65%	Enhanced	Sales tax is ¼¢ Law Enforcement tax.
Caldwell	15% basic phone charge	85,000	154,000	N/A	1	200	55%	45%	Enhanced	
Callaway	Budget of \$960,000	200,000	220,000	N/A	1	1,300	25%	71%	Enhanced - Phase II	\$486,000 from agency user fees (agencies suing; they believe they should not pay).
Camden	15% landline fee	540,000	N/A	N/A	2	1,086	45%	55%	Enhanced	Need mechanism to fund from wireless & VOIP.
Cape Girardeau	8% telephone surcharge	618,382	N/A	N/A	3	3,051	35%	65%	Enhanced	Declining number of land lines; need a tax on cell phones.
Carroll	¾¢ sales tax	N/A	N/A	500,000	1	300	54%	46%	Enhanced	

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		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Carter	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Cass	11.5% surcharge on landlines	705,866	2,126,442	N/A	5	Admin: 17,711 9-1-1: 3440	31%	69%	Enhanced	Gen. Rev. is County, Belton, Harrisonville, Pleasant Hill, Raymore
Cedar	No funding									Sheriff's Dept. or El Dorado Springs Police Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Chariton	¾¢ sales tax	N/A	N/A	489,752	1	270	45%	55%	Enhanced	Have an E911 Board
Christian	¼¢ sales tax	N/A	N/A	New tax 01/1/10	2	2,100	25%	75%	Enhanced	MO is only state w/o a tax for cell phones.
Clark	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Clay	2% tariff on each phone line	504,606	696,209; NKC is 642,306	124,366	6	Admin: 20,445 9-1-1: 1,390	22%	78%	Enhanced	MARC predicts Clay 'in the red' for 2009 & 10
Clinton	15% basic phone charge	175,000	570,000	N/A	2	950	23%	77%	Enhanced	
Cole	General Rev. & law enforcement tax	N/A	243,529	104,370	1	2,800	40%	60%	Enhanced	Agreement with city to run 911 center
Cooper	¼¢ sales tax	N/A	100,000	408,000	1	2,900	38%	62%	Enhanced	



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		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Crawford	¼¢ sales tax	N/A	N/A	400,000	1	1,024	44%	56%	Enhanced	No data for wireless calls; need additional operators & equip.
Dade	Sales tax	N/A	N/A	908,945	1	3,510			Enhanced	
Dallas	½¢ sales tax	N/A	N/A	553,715	1	845	44%	56%	Enhanced	Sales tax is down 10%; need funds to upgrade equipment.
Daviess	½¢ sales tax	N/A	N/A	304,500	2	250	40%	60%	Enhanced	
DeKalb	15% basic phone charge	90,000	175,000	N/A	1	200	25%	75%	Enhanced	
Dent	4% Landline fees	46,300	N/A	N/A	1	78	100%	N/A	Basic	Cell phone calls go through Sheriff's regular line.
Douglas	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Dunklin	15% surcharge	118,000	N/A	N/A	2	1,500	23%	77%	Enhanced	1 PSAP is remote.
Franklin	12% landline fee	807,712	N/A	N/A	4	3,550	35%	65%	Enhanced	
Gasconade	¾¢ sales tax	N/A	N/A	579,629	1	500	38%	61%	Enhanced	Phase II; 1% of calls is VOIP
Gentry/ Worth	¾¢ sales tax	N/A	N/A	210,000	1	300	40%	60%	Enhanced	Wireless, Phase II; also combined with Worth County.
Greene	½¢ sales tax	N/A	N/A	\$5 - 5.3 million	2	18,000	35%	65%	Enhanced	Phase II with all cell phone carriers.

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		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Grundy	15% surcharge on landlines	80,000	10,000	N/A	1	???	35%	65%	Enhanced	Estimates; software does not differentiate between landlines and cell phones.
Harrison	15% phone tariff	90,954	131,794	N/A	1	880	70%	30%	Basic	
Henry	15% tariff on landlines	366,030	235,460	N/A	1	6,000	35%	65%	Enhanced	Landlines & revenues decreasing; need to upgrade equipment.
Hickory	No funding								Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Holt	¼¢ sales tax	N/A	40,000	82,000	1	150	??	??	Basic	Additional ¼¢ sales tax added 11/2009.
Howard	½¢ sales tax	N/A	N/A	293,906	1				Enhanced	
Howell	3/16¢ sales tax	399,655	N/A	610,000	1	1,875	55%	45%	Enhanced	911 handled by a separate board.
Iron	Sales tax	N/A	N/A							Effective 1/1/10. No info available yet.
Jackson	Several funding sources	2,580,000	11,891,222	Fire District 182,379	15	Admin: 90,006 9-1-1: 78,784	43%	57%	Enhanced	Private Funding - 877,792; KCMO (911 expense) 2,692,510
Jasper	1/10¢ sales tax	N/A	N/A	1,551,036	2	30,119	25%	75%	Enhanced	2nd PSAP is under a charter form of gov't.
Jefferson	½¢ sales tax for 10 years, then ¼¢	N/A	N/A	8,000,000	6	6,300	30%	70%	Enhanced	
Johnson	¼¢ sales tax	N/A	N/A	820,500	4; 1 County	1,358	26%	74%	Enhanced	PSAP funding for 3 is paid by other entities.

# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Knox	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Laclede	15% landline fee	403,806	N/A	N/A	1 primary 1 secondary	1,100	60%	40%	Enhanced	Revenues are dropping as cell phones increase.
Lafayette	15% tariff	277,482	93,852	N/A	2	600	40%	60%	Enhanced	City - Fire \$94,715
Lawrence	Gen. Rev./Fees Landline fees	175,000	50,000	N/A	2	??	10-15%	85-90%	Enhanced	
Lewis	5/8¢ sales tax	N/A	N/A	275,000	1	300	30%	70%	Enhanced	911 handled by a separate board.
Lincoln	15% phone surcharge & other fees	400,000	678,000	N/A	4	5,860	80%	20%	Enhanced	Municipalities, fire, etc. charged fees based on call volume.
Linn	9% phone tax	120,000	N/A	N/A	1	125	50%	50%	Basic	
Livingston	15% phone line charge	150,042	N/A	68,896	1	212	41%	59%	Enhanced	Sales tax is Law Enforcement tax.
McDonald	1/2 sales tax	N/A	N/A	908,945	1	3,510			Enhanced	Does not track percentage of calls.
Macon	3/8¢ sales tax	N/A	N/A	497,029	1	500	35%	65%	Enhanced	
Madison	15% landline fee	120,761	112,000	N/A	1	450	40%	60%	Enhanced	Getting less each year from landlines & using more from Gen. Rev. Fredricktown \$60,000
Maries	15% surtax	70,000	N/A	N/A	1	30	??	??	Enhanced	



# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Marion	¼¢ sales tax	N/A	N/A	880,000	1	600	40%	60%	Enhanced	Need funding for new equipment; old does not track well.
Mercer	No funding	N/A	N/A	N/A	1	300	70%	20%	Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Miller	15% landline tariff	268,182	255,360	N/A	1	1,316	40%	60%	Enhanced	Need legislation on 911 cell phone usage.
Mississippi	10% landline fee	47,000	N/A	N/A	2	203	System doesn't distinguish		Enhanced	Spent \$268,000 for new equip. in 2008
Moniteau	½¢ sales tax	N/A	N/A	511,931	1	776	40%	60%	Enhanced	Independent Board
Monroe	City fees & landline fees	71,697	City fees 91,820	N/A	1	5356	30%	70%	Enhanced	2008-spent \$296,326; need help funding.
Montgomery	15% landline fee	95,387	254,029	Other 8,478	1	226	System doesn't distinguish		Enhanced	Cannot track percentage of calls.
Morgan	15% surcharge	283,000	N/A	N/A	1	1,800	38%	62%	Basic & Enhanced	Basic is wireless; need legislation to provide funding for Phase 2.
New Madrid	15% landline fee	117,704	113,333	N/A	2	1,200	20%	80%	Enhanced	Cell phone fees needed for funding; service could be eliminated due to costs.
Newton	15% phone tax	520,000	175,000	N/A	1	1,900	28%	72%	Enhanced	
Nodaway Co.	15% phone tax	70,000	110,000		1		20%	80%	Enhanced	County/Maryville contract with Ambulance District.
/ Maryville	15% phone tax	114,281	185,719	N/A	2	130	40%	60%	Enhanced	

# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Oregon	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Osage	½¢ sales tax	N/A	N/A	450,000	1	526	26%	74%	Enhanced	Sales tax vote in April.
Ozark	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Pemiscot	15% landline fee	100,000	42,000	N/A	1	1,500	40%	60%	Enhanced	
Perry	15% landline fee	304,289	N/A	N/A	2	550	36%	64%	Enhanced	
Pettis	15% landline fee	180,000	600,000	N/A	2	1,650	33%	67%	Enhanced	
Phelps	15% phone tariff	586,584	N/A	N/A	1	6,248	50%	50%	Enhanced	Revenues rapidly decreasing; may need to ask for sales tax.
Pike	15% landline fee	117,000	N/A	N/A	2	91	32%	48%	Enhanced	
Platte	2% landline tax & General Revenue	255,007	687,586	N/A	2	Admin: 9,509 9- 1-1: 1,982	30%	70%	Enhanced	
Polk	15% landline tariff	230,452	N/A	Sheriff's 122,000	1	1,001	35%	65%	Enhanced	\$244,000 from other sources; sales tax vote in April.
Pulaski	¼¢ sales tax	N/A	N/A	945,750	1	3,100	32%	68%	Enhanced	
Putnam	½¢ sales tax	N/A	N/A	207,655	1	70	60%	40%	Enhanced	
Ralls	½¢ sales tax	N/A	N/A	450,000	1	??	??	??	Enhanced	9-1-1 under Board - not Commission.

# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Randolph	15% phone surcharge	97,000	16,000	N/A	1	745	35%	65%	Enhanced	Need a tax on cell phones
Ray	2% landline fee	175,800	240,000	N/A	2	Admin: 3,447 9- 1-1: 458	33%	67%	Enhanced	
Reynolds	No funding									Sheriff's Dept. takes landline 9-1-1calls; cell phone calls may go to surrounding 9-1-1 centers.
Ripley	No funding									Sheriff's Dept. (8am- 4pm) & Doniphan Police Dept. (24 hrs.) takes landline 9-1- 1calls; cell phone calls may go to surrounding 9-1-1 centers.
St. Charles	2% landline fee	500,000	N/A	N/A	6 primary 2 secondary	11,150	31%	69%	Enhanced	
St. Clair	General Revenue	N/A	168,000	N/A	1	482	??	??	Basic	
St. Francois	15% landline tariff	575,000	270,000	N/A	1 primary 1 secondary	3,000	45%	55%	Enhanced	Tariff income is same as in 2004.
St. Louis	1% landline tariff	1,000,000	200,000	N/A	28	65,000	30%	70%	Enhanced	Each PSAP pays for "calltakers" from other funds.
St. Louis City	General Revenue	N/A	4,000,000	N/A	2	85,000	35%	65%	Enhanced	Need cell phone fees.
Ste. Genevieve	15% landline fee	120,000	260,000	N/A	1	600	40%	60%	Basic	Need for fees on cell phones; revenues are decreasing.

# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Saline	½¢ sales tax effective Jan. 2010	N/A	N/A	Approx. 1 million						Sweet Springs, Marshall, Slater provide now.
Schuyler	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Scotland	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Scott	15% landline surcharge	165,745	229,584	N/A	1	1,310	35%	65%	Enhanced	Need help continuing this service.
Shannon	No funding					1,500-all calls			Basic	Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Shelby	½¢ sales tax	N/A	N/A	358,036	1	139	60%	40%	Enhanced	Need legislation for a fee on cell phones for PSAP recovery costs.
Stoddard	15% landline fee	269,701	N/A	N/A	1	1,000/mo.	38%	62%	Enhanced	Need a wireless surcharge.
Stone	Sales tax	N/A	N/A	\$1.2 m.	1	3,600	70%	30%	Enhanced	Tourist season - cell usage goes to 65%.
Sullivan	Sales tax	(½) + (¼)	N/A	348,949	1	225	49%	51%	Enhanced	Info comes from AT&T Website; it only goes back 3 months.

# MAC 9-1-1 Survey

2-3-2010

County	Question 1 (How is 9-1-1 Funded?)	Question 2 (How much is spent funding 9-1-1?)			Question 3 (Number of PSAPs)	Question 4 (Avg. total call volume per month)	Question 4 (% of total call volume)		Question 5 (Level of Service)	Comments
		Landline Fees	General Revenue	Sales Tax			Landline	Cell Phone		
Taney	10% phone tariff	720,064	N/A	N/A	2	3,500	35%	65%	Enhanced	Ambulance District has secondary PSAP.
Texas / Wright	15% landline fee	389,943	N/A	N/A	3	1,024	45%	55%	Enhanced	Texas and Wright Counties are combined.
Vernon	Only Gen. Rev. for dispatching	N/A	250,000	Other - 375,000	1	Nevada - 1,200	N/A	N/A	Basic	In the process of combining for 9-1-1.
Warren	½¢ sales tax	N/A	N/A	1,307,921	1	400	Unavailable		Enhanced	Emergency Services is separate entity.
Washington	½¢ sales tax	N/A	N/A	673,752	1	2,500	60%	40%	Enhanced	
Wayne	No funding									Sheriff's Dept. takes landline 9-1-1 calls; cell phone calls may go to surrounding 9-1-1 centers.
Webster	½¢ sales tax	N/A	N/A	900,000	1	1,230	65%	35%	Enhanced	
Worth	½¢ sales tax	N/A	N/A	57,995	0	49	40%	60%	Enhanced	Contracted to Gentry County.
Wright	See Texas County									Combined with Texas County.

## Appendix 4

### Glossary and Acronym Definitions

**9-1-1:** a three- (3) digit telephone number to facilitate the reporting of an incident or situation requiring response by a public safety agency.

**Abandoned Call:** a call placed to 9-1-1 in which the caller disconnects before the PSAP attendant can answer the call.

**Alternate Routing:** the capability of automatically rerouting 9-1-1 calls to a designated alternate location if all 9-1-1 trunks to the primary PSAP are busy. May also be activated upon request when 9-1-1 equipment fails or the PSAP itself is disabled.

**Association of Public-Safety Communications Officers International (APCO)**

**Answering Position:** an appropriately equipped location within a PSAP that is used to receive incoming 9-1-1 calls.

**Audible Signal:** a sound that indicates an incoming 9-1-1 call.

**Automatic Call Distributor (ACD):** equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received, or holds calls until a call attendant becomes available.

**Automatic Location Identifier (ALI):** automatic display at the PSAP of the calling party's telephone number, the address for the telephone and supplementary information.

**Automatic Number Identification (ANI):** automatic display at the PSAP of the calling party's telephone number.

**Basic 9-1-1:** allows the calling party to dial 9-1-1 however, no ANI or ALI is displayed. Basic 9-1-1 usually provides a ring back feature for the dispatcher.

**Call Detail Recording:** a means of establishing chronological and operational accountability for each 9-1-1 call processed, consisting minimally of the caller's telephone number, the time the 9-1-1 telephone equipment established initial connection (trunk seizure), the time the call was answered, the time the call was transferred (if applicable), the time the call was disconnected, the trunk line used, and the identity of the SAP call attendant's position.

**Call Party Hold:** the capability that enables a PSAP call attendant to maintain control of an incoming 9-1-1 call for tracing or confirmation of an emergency even if the caller disconnects.

**Call Progress Signals:** audible cues to advise 9-1-1 users of the status of their calls.

**Call Relay:** disposition of a service request by the notation of pertinent information by the initial PSAP call attendant who forwards the information to the action agency.

**Call Transfer:** the extending of a 9-1-1 call by a PSAP attendant to the action agency, connecting the calling party with the action agency.

**Central Office:** a telephone company facility that houses the switching and trunking equipment serving telephones in a defined area.

**Computer Aided Dispatch (CAD):** a computer based system intended to increase the efficiency and accuracy of public safety call handling and dispatching.

**CAD Interface:** the means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.

**Conference Transfer:** the capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency. Also known as Three-Way Calling.

**Cross Tandem Transfer:** the capability of transferring a call from a PSAP served by one tandem office to another PSAP served by a different tandem office.

### **Customer Premises Equipment (CPE)**

**Data Management System (DMS):** the combination of manual procedures and computer programs used to create, store, manipulate, and update required to provide selective routing and ALI.

**Default Routing:** the capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.

**Dial Tone First:** the provision of dial tone to originate 9-1-1 calls from coin telephones without charge.

**Direct Dispatch:** the functions of 9-1-1 call answering and dispatching are both performed by personnel at the primary PSAP.

**Emergency Service Number (ESN):** a number used to designate the public safety agencies responsible for service to the location of each telephone in a 9-1-1 service area, for the purpose of determining call routing.

**Emergency Service Zone (ESZ):** a defined geographical territory consisting of a specific combination of law enforcement, fire, and EMS coverage areas.

**Enhanced 9-1-1 (E9-1-1):** a telephone system that includes selective routing, ANI and ALI to facilitate appropriate public safety response.

**Enhanced 9-1-1 Service Surcharge:** a charge set by the 9-1-1 service area operating authority and assessed on each access line which physically terminates within the 9-1-1 service area.

**Forced Disconnect:** the capability of a PSAP call attendant to disconnect a 9-1-1 call to prevent jamming or overloading of the incoming lines.

## **Geographic Information System (GIS)**

**Logging Recorder:** a device that records date/time/voice communications and other transactions involved in the processing of calls to a PSAP.

**Master Street Address Guide (MSAG):** a database of street names containing address ranges with their associated communities that defines emergency service zones for 9-1-1 purposes.

## **National Computer Information Center (NCIC)**

## **National Incident Based Reporting System (NIBRS)**

## **National Emergency Number Association (NENA)**

## **National Telecommunications and Information Administration, United States Department of Commerce (NTIA)**

**Non Recurring Costs:** one-time charges.

**NXX:** the first three digits of a local telephone number that identifies the central office switching location within its area code. Also referred to as NNX.

**Pilot Number:** a telephone customer's main account number, lead number, listed number or billing number.

**Private Branch Exchange (PBX):** a private, internally switched telephone system of significance to 9-1-1 systems because internal stations may not be individually contained in the DMS and, as a result, will not be displayed by ANI or ALI equipment.

**Public Safety Agency:** an entity, which provides fire fighting, law enforcement, emergency medical service or other emergency response.

**Public Safety Answering Point (PSAP):** the location where a 9-1-1 call is received for action by a public safety agency.

**Public Switched Telephone Network (PSTN):** the totality of equipment, lines, and controls assembled to establish communications paths between calling and called parties.

**Ring Back:** the capability that permits the PSAP call attendant to cause the telephone on a held circuit to ring. Also known as re-ring.

**Recurring Costs:** monthly or annual charges associated with the 9-1-1 system.

## **State Computer Information Center (SCIC)**

**Selective Routing (SR):** the capability of routing a 9-1-1 call from a central office to a designated PSAP based upon the telephone number and/or the location of the calling party.



**Selective Transfer:** the capability of automatically transferring a 9-1-1 call to the action agency by operation of a single button switch, based on the origin of the incoming call.

**Tandem:** a switching system in the public switched telephone network that establishes trunk to trunk routing.

**TDD/TTY:** a telecommunication device for the hearing and speech impaired.

**Thousands Number Group:** the entire last four-digit group of numbers in an exchange sometimes used to determine default routing locations.

**Trunk:** a circuit connecting switching equipment at two sites.

**Trunk Seizure:** the point at which a call is assigned to a trunk and acknowledgement is provided by the 9-1-1 call.

**Unbundling:** different parts of E9-1-1 can be charged for separately rather than charged as one system

**Wireless Phase 1:** the callback number must be passed to the PSAP

**Wireless Phase 2:** the callback number and approximate location of the caller must be available to the PSAP.